



GAVS'

DIGITAL INFRASTRUCTURE SERVICES

Digitize, Modernize & Cloudify



TABLE OF CONTENTS

TOPICS

Overview 3

Cloud Enablement Services 4

● GAVS' Cloud Orchestration Platform - 'zIrrus' 5

● A Case Study and Industry Recognitions 7

Managed Infrastructure Services 8

● Case Studies 10

● Client Engagements in the Aerospace Industry 11

● Client Engagements for AI and Digital Transformation 12



Overview

GAVS Technologies (GAVS) is a global IT services & solutions provider for customers across multiple industry verticals. GAVS offers services and solutions aligned with strategic technology trends to enable enterprises to take advantage of futuristic technologies like Cloud, VDI, Hyper-Converged Infrastructure, Managed Infrastructure Services, and Security services. GAVS has its footprint in the USA (Chicago, Denver, Princeton, and Pleasanton), UK, Middle East (UAE, Oman, Qatar, and KSA), Singapore and its offshore development center in Chennai, India.

GAVS over the years, in addition to offering managed infrastructure services, has been gradually developing and maturing on key trends and technologies including patented algorithms and trademarks. One such initiative is our AIOps Platform Zero Incident Framework™ (ZIF).

The framework is based on LEAN IT principles like SIX SIGMA, and is on an ambitious journey towards delivering FRICTIONLESS IT. ZIF comprises of features for auto discovery of infrastructure assets and applications, predictive analytics, end-to-end performance management, and automation.

Additionally, GAVS has been developing products for Virtual Desktop Infrastructure (VDI), DevOps, and Cloud Orchestration based on industry open architecture and platforms. This document describes GAVS' competencies in building, managing, and administration of on-premise and cloud infrastructure related services, and how GAVS can assist your organization to meet challenging objectives through our professional technical services and consultancy.

The figure below illustrates GAVS' services and products for building modern digital infrastructure

Digital Transformation through	Software Defined	Highly Virtualized	Automated across the management life cycle	Elastically scalable
	Workload definition, Optimization & Orchestration	Server Virtualization with OpenStack, Citrix & VMware	End-to-End IT Process Automation	GAVS Application Migration Platform
	Integrated Stack leveraging Hyper Converged Block	Storage & Network Virtualization	GAVS DevOps Solution: CI & CD Pipeline	GAVS orchestration Platform
	Standardized Architecture	Desktop Virtualization	GAVS Test Automation Platform	Auto Provisioning
AIOps Platform for IT Operations, Cloud, Service Desk, Command Center & SOC				

Cloud Enablement Services

GAVS is a niche player in the IT industry, providing both managed infrastructure services and products tailored to meet customer demands in building private cloud infrastructure.

The figure below illustrates GAVS' products and services related to Cloud Enablement.

Products	Services
<ul style="list-style-type: none">• Cloud Orchestration Platform – Self-service for Dev & Ops teams• Reporting & Showback• GAVS' AIOps Platform for capacity management and predictive analytics• Automation Platform	<ul style="list-style-type: none">• Design and Setup of public/ private cloud infrastructure• Cloud Infrastructure Management - scaling, healing, maintenance, updates, and termination of services within public/private cloud infrastructure• Infrastructure Monitoring services• Information Security services



GAVS' Cloud Orchestration Platform - zIrrus

'zIrrus' is based on Cloudify an orchestration-first cloud management platform that is open source and based on the TOSCA standard, that specializes in IT operations technology that automates and manages application and network services.

One-click infrastructure deployment

Blueprint based stateful orchestration platform allows your Dev & Ops teams to deploy portable topology to any target! Choose to deploy to AWS, Azure, OpenStack or your physical machines, without having to make modifications for each platform.

One-click application deployment

Deploy your applications on the selected cloud using the single click deploy feature, or upgrade existing deployments.

Self-service

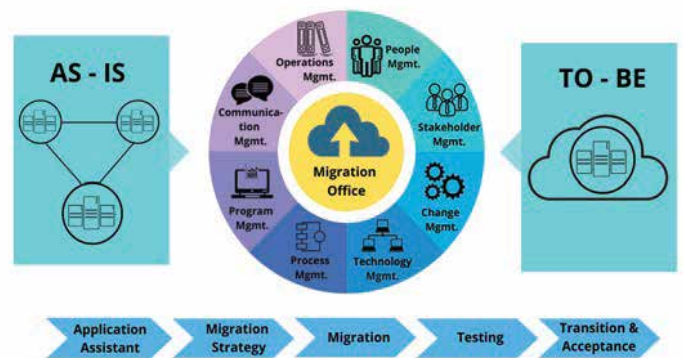
Allow your IT teams self-service access to IT resources with fine-grained access management.

User friendly topology design

Design portable topologies/blueprints using a simple drag & drop editor.

Reporting & Showback

GAVS will leverage RVTools for periodic reporting and showback, to display detailed information about your virtual environment. The tool will flexibly interact with vCenter and ESX servers.



Public/private infrastructure management

Provide self-service on pre-configured infrastructure resources (cloud, bare metal, running services) with a comprehensive access rights management system.

Extensibility

Add your own DevOps components, add support for custom cloud, leverage APIs, integrate with any ITSM/management tool of your choice.

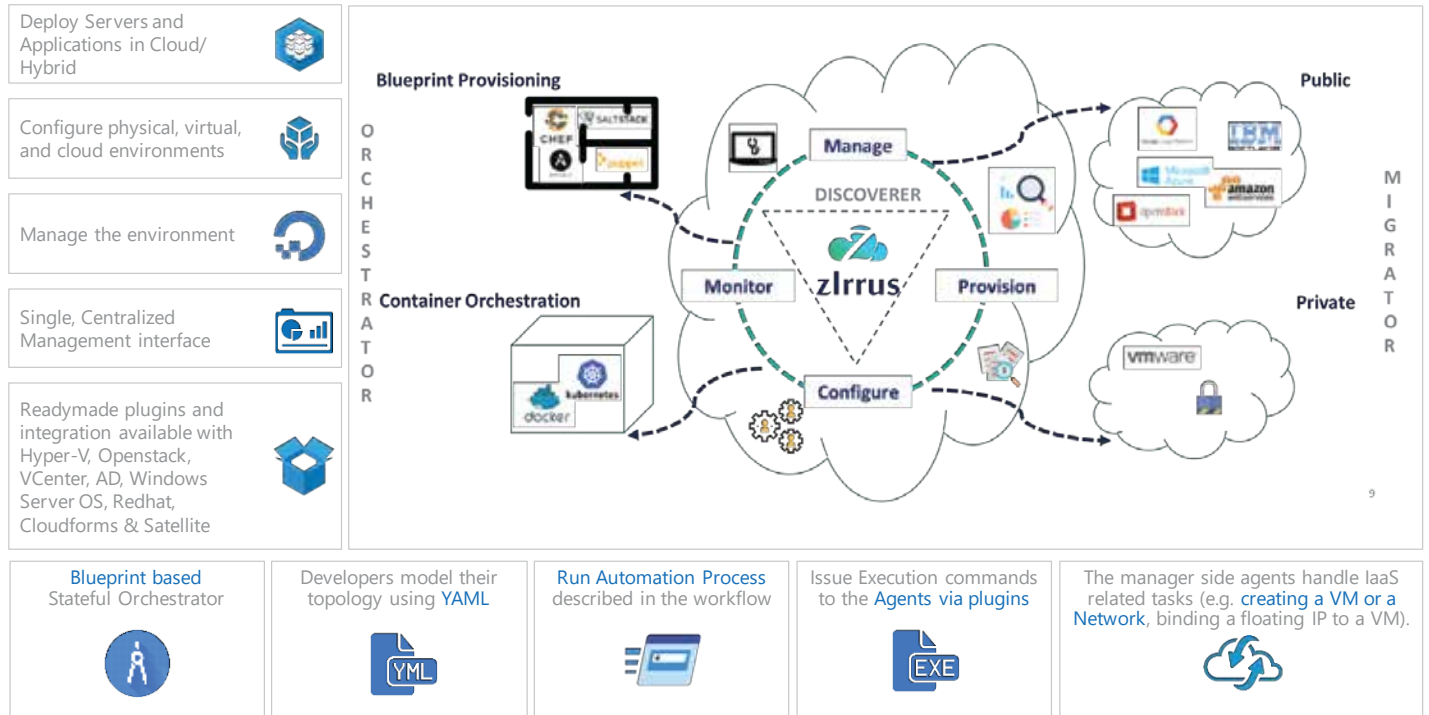
AIops platform for capacity Management and predictive analytics

Detect anomalies and predict imminent outages based on current conditions and past learnings using ZIF's supervised and unsupervised machine learning algorithms. This helps in proactively identifying potential risks well in advance and gives time to react, manage capacity of the infrastructure, and prevent potential failures.

Automation Platform

With the help of the powerful workflow automation engine with intuitive drag & drop UI, the ZIF platform can trigger any process when the triggering criteria is met.

This can range from simple tasks such as restarting a server, or freeing up memory space, to more complex capacity management tasks such as memory provisioning on the fly to a VM, or auto scaling compute power in the cloud.



A Case Study

Digital Transformation Solutions for a 75+ year old health and health care organization, striving to provide quality care

Challenges

- Traditional infra unable to keep pace with fast-evolving digital business
- Ineffective provisioning, utilization, and management of virtual environment
- Manual error-prone processes hampering on-time delivery of infrastructure

Solution Highlights

- XaaS IT service delivery on a hybrid enterprise cloud platform
- VMware vRealize to automate & orchestrate virtualized environment
- Customized XaaS workflows with Command-line Interface (CLI) enabled catalogs
- Auto-provisioning of High Availability WebSphere Application Server (HA WAS) clusters
- Oracle RAC Exadata implementation & instance creation with vRA & vRO artefacts
- Automation of NSX (Network & Security Virtualization) workload migration
- CI/CD pipeline automation with Skytap EaaS

Solution Outcomes

- **XaaS on Hybrid Cloud maximizes value at optimal costs**
 - 20%+ reduction in IT operations costs over 5 years, to the tune of ~2.5m USD
 - 40%+ savings in CAPEX through hybrid service delivery model
- **Self-driving operations with vRealize optimizes capacity and performance**
 - 35% better utilization of VMs
- **High Availability of applications with on-demand provisioning of WAS & Oracle RAC**
 - Improved resource utilization & scalability through automation
 - 70% reduction in RAC space consumption
 - 60% reduction in manual effort
- **Accelerated software development & deployment with Skytap EaaS**
 - Time-to-market ratio improved by 3:1
 - 50% reduction in time to create new services

Industry Recognitions

- 'Aspirant' in Cloud Enablement Services, Market Trends and Services PEAK Matrix™ - 2019, 2018
- 'Major Contender' in PEAK Matrix™ for IT Infrastructure Automation - 2018
- 'Key Innovator' in AIOps Platform Market - 2018
- Named Specialist Software Provider in the Intelligent Automation Space, by Gartner
- Ranked #1 in '2018 Cloud & Infrastructure Migration Transformation Consultants' by Black Book Market Research LLC

Everest Group
PEAKTM
MATRIX


MARKETSANDMARKETSTM

Gartner

Managed Infrastructure Services

GAVS has been providing managed infrastructure services for nearly two decades to its global customer base spread across different geographies and different verticals. GAVS is a trusted IT and digital Partner for several Fortune 500 companies, and other well-known brands and names in the industry.

Our key focus is to improve user experience by 10X and reduce resource utilization by at least 40% leveraging our SMART Tools and the ZIF Platform.

End-to-End Services: Consulting, Design, Implementation/Migration, Operations & Management, Transformation & Continuous Improvement

15+

years Industry Experience

800+

Specialists engaged in Infra Support

60K+

Tickets passing through AIOps Platform

Compliant

ISO 20000-1, ISO 27001, ISO 9001, HIPAA, PCI-DSS

Recognized

by Gartner & Everest

SMART

Machine-driven approach

Proactive

IT Support leveraging IP

Flexible

Service Delivery model

UX-focused

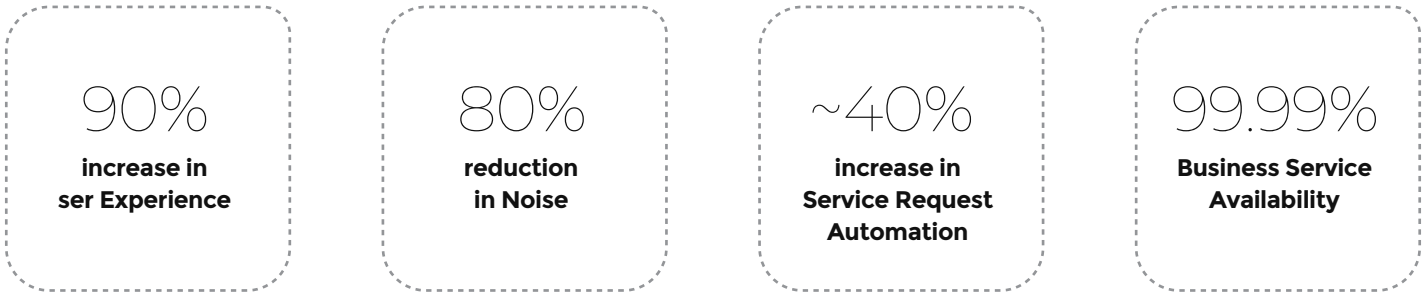
Committed 10x User Experience



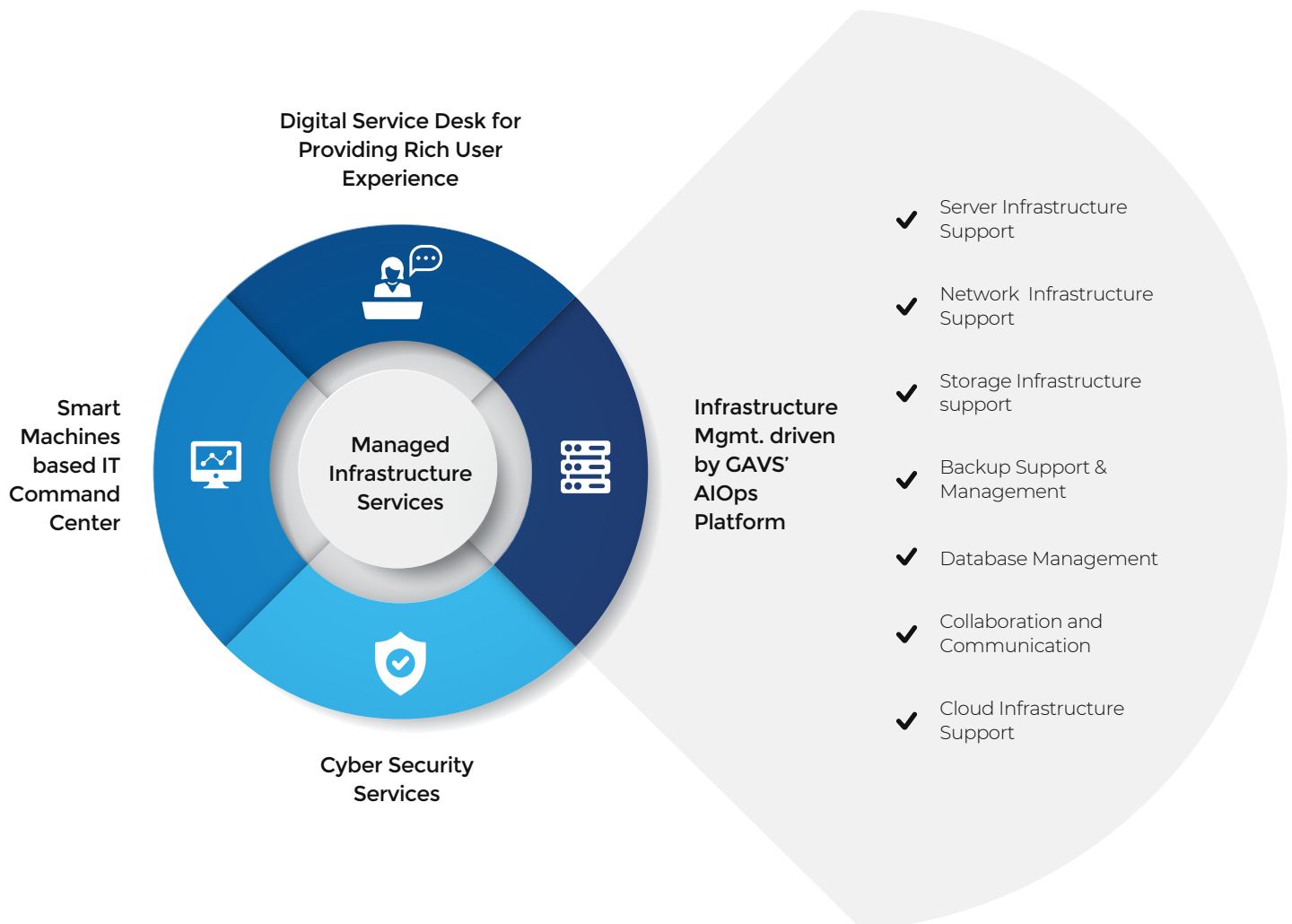
Business Outcomes Delivered

Our approach to managed services engagements results in agile, and faster services delivering better outcomes.

We achieve this through frictionless transition, by leveraging SMART tools such as our AIOps and Automation Platforms integrated seamlessly with existing ITSM & ITOps tools, and with steely focus on service excellence and service optimization.

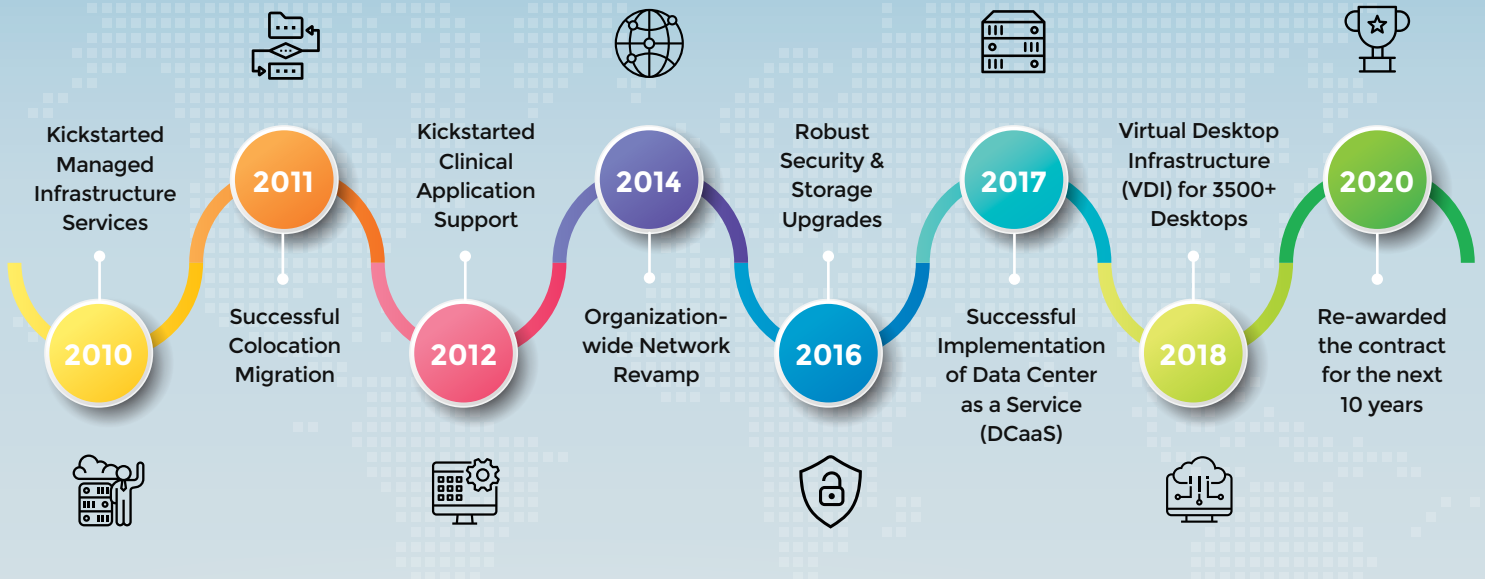


Service Offerings



Case Studies

Digital Transformation Journey for a 120 year old Hospital based in Bronx



- **Enhanced quality of care through high-availability & high-performance systems**
 - 99.99% availability
- **Enhanced end-user experience**
 - Superior first call resolution rate of over 75%
 - Customer satisfaction rate of 4.7
 - Reduction in number of tickets per user from 1.4 to 0.8 through automation and permanent remediation
- **40% reduction in data center space and 30% reduction in data center costs**
- **30% reduction in support & maintenance costs of hardware & software through technology refresh**
- **Digitized and faster application performance leading to increased physician-patient interaction & hence enhanced patient satisfaction**
- **Cost-effective solution through flexible OpEx based pricing for non-profit organization**



Client Engagements in the Aerospace Industry

One of the Largest Aerospace Companies

Enhancing Business Agility, Up-Time & Cost Savings through Re-Platforming Solutions/Services

- Near real-time replication, zero data loss or data leakage
- Faster Time-to-Market through faster releases, deployments, uptime of apps
- Cost savings through lean IT, automation, and standardization/re-use
- Nimble and responsive to business and customer needs through automation and tools
- Enhanced customer experience through zIrrus (cloud management platform), Zero Incident Framework™ (ZIF AIOps platform), and re-engineering techniques

Manufacturer of Aircraft Engines & Avionics

Demonstrated capability to predict and report incidents with 91% accuracy

- Opportunity to predict and prevent outages
- Correlated thousands of data points across the environment
- Analyzed data to detect patterns using machine learning
- Visualized data to improve root cause analysis
- Helped to dramatically reduce MTTD & MTTR
- Reduced noise through removal of false alerts & effective correlation



Client Engagements for AI and Digital Transformation

DC Build & Operations for National Data Center

Responsible for Administration and Operations of a National Data Center which includes protecting information of several government entities

Green Field Infrastructure for a Rail Metro Network

End-to-End IT Infrastructure Setup, Cloud Hosting, and Managed Services

Managed IT Services for several leading Banks in ME

Responsible for end-to-end IT Infrastructure Administration and Core Banking Application support

AI services for one of the largest private consumer goods companies

- First to build realistic Data Center as a Service(DCaaS) model for a healthcare customer in the US
 - Successfully rolled out VDI for 3500+ desktops with our tailored VDI solution, resulting in cost savings of up to 40%, as compared to VMware and Citrix solutions
 - Implemented Zero Incident Framework™ (ZIF) and a set of our automation tools for top Fortune 500 companies, and helped reduce noise and incidents by 40%, by leveraging AIOps, Automation, and Predictive Analytics
 - First to build SAP in Azure in APAC region
 - Successfully built New age Service desk for leading PR firm
 - Consolidated 65 data centers across the globe, virtualized 8500+ servers into 6 data centers for leading information handling company
 - Responsible for migrating legacy applications to Azure & AWS for leading commercial flight manufacturer
- Reduction in \$2M recurring annual cost of CA monitoring tools to \$1M perpetual cost
 - 97% reduction in noise alerts
 - Productivity of command center up by over 50%; reduction in team size from 26 to 11
 - Identification of over 38% of capacity-related fatal alerts and 18% high priority incidents, driving up overall availability
 - Increased visibility of IT operations across 160 locations



ZIF™, Zero Incident Framework™, and Zero Incident Enterprise™ are registered trademarks of GAVS Technologies.

About GAVS

GAVS Technologies is focused on automation-led digital transformation services. GAVS' IP led solution, **Zero Incident Framework™** is an AIOps solution that enables organizations to trend towards a **Zero Incident Enterprise™**.

For more information on how GAVS can help solve your business problems, write to inquiry@gavstech.com

www.gavstech.com

www.zif.ai

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